

CHECKUP

Volume 4, No. 16 Dec. 27, 1991

What's News

Holiday Celebration Boosts Spirits for 250

About 250 clients of six area mental health agencies, including the Transitional Living Center (TLC) of the Department of Psychiatry, were guests at a holiday celebration last week.

Ralph Erickson, director, says the event was a joint venture of the agencies, financed through a number of donations. He applauded the Auxiliary of The Allentown Hospital as a major contributor to the event, and noted that support from The Wood Company, which manages food service operations at TAH—LVHC, was instrumental in the success of the event.

It is one of several events held during the year for clients of TLC, Daybreak, Step By Step, Outreach, Haven House and the Allentown State Hospital.

For most clients, all adults who are working to develop daily living skills, the holiday party represents the only season celebration they will have. Erickson says that patients, many of whom suffer from schizophrenia and depression, have been rejected by their own families.

TLC presently serves a total of 38 patients, 10 of whom are 24-hour residents. Facilities are currently being renovated

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As Calendar Turns, Change To Continue

Change and new directions were the dominant themes of the report to the HEI/TAH—LVHC Board of Trustees by Samuel R. Huston, president and CEO on Dec. 4. In his remarks, Huston said:

"Last year I spoke for the first time as chief executive of Health-East. I made my remarks within weeks of our Board's decision to merge for the second time in three years. My comments last year were seeds sown in a field of change—seeds of hopes and plans and new directions. I spoke of renewal — of a new vision, of partnership, of revitalizing our leadership, refocusing our clinical activities and encouraging our employees and volunteers to make new commitments to healthcare in and around the Lehigh Valley.

"Last year, when I stood at this lectern, I talked about essential choices we would need to make. Choices that could open the way for us to make positive differences in the lives of hundreds of thousands of people. Decisions that will leave a legacy of a better qual-

ity of life — a legacy that can give greater meaning, more challenge and more joy to the lives of those who are part of our evolving healthcare organization.

"This year I'm in a position to survey our progress. I am pleased to report that we are now well into the process to formulate a common vision which will focus us in a new and broader direction. This vision commands us to regional leadership in healthcare. We will work collaboratively with others to build a network of services along the continuum of care.

"This vision will reflect the need for continuous improvement and a renewal of our commitment to a culture in which the pursuit of knowledge, as demonstrated through education and research, will be valued and rewarded. We strongly adhere to the belief that a culture which values these attributes will produce the highest level of quality."

Huston talked about the development of a clinical plan that in-

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The Allentown
Hospital—
Lehigh Valley
Hospital Center

A HealthEast Hospital

Holiday Party

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and a variety of philanthropic opportunities exist. For additional information, contact Erickson at 770-0204.

Bulk Mailing

Volunteer Services, which handles an enormous amount of mailings for various departments, reminds those with mailing plans of its procedures. During the month of September, in addition to all their other duties, volunteers at the two hospital sites processed 150,000 pieces of mail.

To be considered a bulk mailing, there must be at least 200 pieces, and the non-profit organization indicia can be printed directly on pieces by printers. Having the indicia pre-printed saves valuable time.

Other key requirements include:

- Labels must be in zip code order, lowest to highest, and divided by states.
- Any foreign addresses must be kept separate from United States addresses (remember, Puerto Rico is an American address) because those addresses may not be included in a bulk mailing.
- Work requests must be submitted at least one week prior to the delivery of material.
- Material must be delivered at least

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CheckUp is a biweekly publication of the Public Relations Department of HealthEast, Inc. / The Allentown Hospital—Lehigh Valley Hospital Center. To submit an article or for additional information, call ext. 3007.

Our Quality Policy

Our commitment is to quality in everything we do. This can only be achieved if we provide services that conform to clearly understood requirements. We are dedicated to continuous improvement in our work processes. Our approach is based on "Prevention" and the concept of "Do it right the first time."

*Equal Opportunity Employer
M/F/H/V*

Benefits: New Rules For Drugs, Dental Care

Beginning Jan. 1, a number of HealthEast Health Plan (HHP) administrative policies will be revised and applied to services incurred after that date as follows:

- Employees enrolled in the HHP currently have the option of receiving their prescription drugs at no cost at Spectrum Apothecary after the \$100 deductible is satisfied. To help control costs, the prescription drug coverage at Spectrum Apothecary has been modified. Once the \$100 deductible has been satisfied, enrollees will be reimbursed at one of the following levels:

100 percent of prescription drug cost if the drug is dispensed generically;

80 percent of prescription cost if brand name is dispensed when generic is available and substitution is permissible by physician (enrollees must pay Spectrum Apothecary for the drug and then submit the claim to Spectrum Administrators for reimbursement); 100 percent of prescription cost if substitution is not permissible;

100 percent of prescription cost

when only brand name is available.

- In order to properly monitor maintenance, physical therapy enrollees will now be required to precertify all outpatient physical therapy. Prior to receiving any physical therapy treatments, enrollees should call Spectrum Administrators at 798-7410 to precertify the services.

- Enrollees who receive services in a non-HealthEast facility and who do not obtain a certificate of non-availability prior to the service will be reimbursed at 75 percent of charges (previously 100 percent of charges) after the \$250 deductible/day is applied, up to a maximum of \$5,000.

There are two enhancements to the HealthEast Dental Plan that will also be effective Jan. 1:

- The dental fee schedule will be increased by 7 percent to help decrease out-of-pocket expenses.

- Fluoride applications for children under 19 will be covered twice per year (once every six months) rather than only once per

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Congratulations

Cathy Neith, unit clerk, 5C, and her husband, Mike, welcomed a son, Zakkari Michael, on Dec. 4. He weighed 7 lbs, 1 oz. and was 19-3/4 inches in length.

Melanie Heckler, MS CCC-SLP, speech pathologist, Speech Pathology, became engaged to Eric Josefiak. A May wedding is planned.

Sheila Thompson, RT, X-ray technician, Radiology, married John Mashack on Nov. 9. Marsha Watkins, RT, X-ray technician, Radiology, married Jeff Katcher on Sept. 21. Sandi Adams, RTCV, special procedures technician, Radiology, married Greg Schaller on Nov. 23.

Marcia Klc, Nursing Services, and her husband, Michael, became the great-grandparents of Brittany Rebecca Flanigan on Nov. 23. Brad Loehr, Supply-Processing-Distribution, is the great uncle of the daughter of Stephanie and Joe Flanigan.

Fran Schafer, RN, staff nurse, Psychiatry, and her husband, Lloyd, welcomed a daughter, Julia Marie on Oct. 23. She weighed 7 lbs, 6-1/4 oz., and was 21 inches in length.

Benefits Change In 1992

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year.

Those with questions should contact benefits counselors for additional information. They are

Maryjane Zanders at TAH site, ext. 2930; Gerrienne Keiser at LVHC site, ext. 8839; and Leilani Souders for Community Health Services at ext. 8807.

Summary Of Pharmacy Benefits

One of the many benefits through the HealthEast Health Plan includes reimbursement for prescription drugs. The following table illustrates reimbursement employees receive depending on where prescription drugs are purchased. It is important to note, as the new year begins, that once the \$100 deductible is reached and the explanation of benefits form is filed with Spectrum Apothecary that then, *and only then*, may the Apothecary bill Spectrum Administrators directly for prescriptions. Without the form on file, the individual employee must pay for prescriptions and file a claim for reimbursement.

| Place of Purchase | Reimbursement |
|--|---|
| Commercial Pharmacy | 80% reimbursement after you have met your \$100 deductible* |
| HealthEast Hospital Pharmacy | Cost plus \$2.00, then 80% reimbursement after you have met your \$100 deductible* |
| Walter's Pharmacy 401 N. 17th St. Hours: Mon-Fri 9-9 Sat 9-5 | Cost plus \$2.75, then 80% reimbursement after you have met your \$100 deductible* |
| Spectrum Apothecary 1230 S. Cedar Crest Blvd. Hours: Mon, Wed, Thur, 8:30-5:30 Tues, Fri, 7:30-5:30 | Cost plus \$2.00, then after you have met your \$100 deductible you will be reimbursed in the following way: <ul style="list-style-type: none">• 100% of prescription drug cost if drug is dispensed generically;• 80% of prescription cost if brand name is dispensed when generic is available and substitution is permissible by physician (enrollees must pay Spectrum Apothecary for the drug and then submit the claim to Spectrum Admin. for reimbursement);• 100% of prescription cost if substitution is not permissible;• 100% of prescription cost when only brand name is available. |

* \$100 deductible applies to all major medical services.

What's News

Bulk Mailing

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one week prior to the requested completion date.

It's important to note that service is on a first come, first served basis, and that volunteers need five working days to process mailings of 1,000 pieces or more. Hazel Kramer, director of Volunteer Services, says there are mailings of huge size that can tie up the crew for longer than that.

But, she emphasizes, the best thing is planning ahead. The most significant ongoing difficulty is hefty mailings that come in with the expectation of immediate turnaround — often an impossibility.

Mailing Permit Numbers

A by-product of the system merger that will save a significant amount of money and centralize expenses is the reduction in mailing permits, says Randy Stubits, director of logistics, Materials Management.

Accordingly, effective Jan. 1 only two permit numbers will be used: business reply 1022 and bulk mail 1922. An exception will be the Burn Foundation, which has its own permit. Further, all charges for business reply and bulk mails will be shifted to the Mailroom cost center; no departments may use any of those funds after Jan. 1, Stubits says.

He reminds departments to remove those expenses from FY93 operating budgets and advises those about to send bulk mail or business reply envelopes to printers to double check with Rick Cardona, ext. 2546, or Will Mest, ext. 8561 to be sure of the correct permit number, proper addressing and format.

New Health Director

Matthew A. Kasprenski, MD, has been named medical director of Employee Health Services. He received his medical degree from Hahnemann University and interned at Sacred Heart Hospital.

Kasprenski has been a family practitioner for 30 years in the area, is a member of the American Board of Family Practice

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Proving Again That All Quitters Win...

Participants in the Smoker's Challenge, presented by HealthCounts in November, were recognized in ceremonies at both hospital sites recently. A variety of awards were given following a drawing. Those present at the TAH site ceremony (at right) were, front row, from left, Pam Kymer, Nephrology; Lizabeth Fox, Psychiatry; James Young, Engineering; Judy Stubits, Patient Accounting; Rose Marie Galluci, Cashier Office; Karlin Ford, Emergency; Scott Ackerman, Psychiatry; (second row) Terry Berger, Psychiatry; Hugh Spang, Engineering; Sandra Colon, Patient Accounting; Louise Solomon, Lab Administration; Margaret Schaffer, Information Services; (third row) Diane Jacobs, Coagulation; Karen Kingsley, Coagulation; Sharon Boley, Lab Administration; Erin Hertzog, Emergency; Randy Shelly, Engineering; and William Burgess Jr., Engineering.

At LVHC site ceremonies (above) were (seated, from left), Kathy Zellner, Clinical Nutrition Services; Tina Sweitzer, Clinical Nutrition Services; Mary Jane Frank, Helwig Diabetes Center; Beverly Trexler, Helwig Diabetes Center; (standing) Tanya Frailey, Clinical Lab; Douglas Stairs, Clinical Lab; David Carruthers, Engi-



neering; Mike Holmes, Engineering; Kathy Kiffer, Cardiac Catheterization Lab; Helen Smithson, Cardiac Catheterization Lab; Susanne Holveck, Pharmacy; Cindy Williams, Cardiac Catheterization Lab; Karlene Laub, Cardiac Catheterization Lab; Jean Fries, Pharmacy; and Cheryl Kennedy, Pharmacy.

Kingsley, the top winner at TAH

site, wrote: "I just wanted to thank you for running the SmokeStoppers program and for the Magnavox radio I won for quitting. What a treat! I've never won anything before! The program was great. Not only am I appreciative, but so are my husband, parents, sister, co-workers, and friends. As I said to my husband, the best present of all was that I quit!"

As Calendar Turns, Change To Continue

Continued from Page 1

cludes a proposed cancer center at LVHC site and redistribution of services between LVHC site and TAH site and such new community services as perinatal outreach and ambulatory geriatric evaluation service.

From a corporate point of view, the merger of HealthEast and TAH—LVHC was a major activity during the past year, and work continues on a new corporate identity. "This is the last annual meeting where you'll here us refer to ourselves as HEI/TAH—LVHC," he promised.

The merger involved the development of "one, unified management (and) a common vision."

Huston noted that the relationship with Gnadon Huetten Memorial Hospital in Lehighton was redefined, "working toward a relationship that is more of a partnership and better reflects our intention to create a network of cooperative arrangements with various providers of services."

We now are "beginning the arduous task of transition to consoli-

date acute care services at LVHC site and to develop subacute care and inpatient rehabilitation at TAH site." Leading the way, he went on, is an integrated, multidisciplinary patient-focused cancer center, to be considered by the board of trustees early in 1992.

"Our vision for cancer care in the '90s goes well beyond the level of service available in the Lehigh Valley today," he said. "It includes significant new program development and a collaborative atmosphere which values clinical research and academic pursuit."

The new perinatal program, funded by a grant from the Pew/Heinz Trust is to "assist local, at-risk prenatal women", while the geriatrics program was called "innovative" in its service to senior members of the community.

The issue of healthcare costs has not gone unnoticed. Huston said the financial agenda concentrates on four points: aggressively enhance revenue in 1992 while putting a lid on controllable costs; increase philanthropy and build an endowment; and set aside funds to strengthen the hospital's financial position to provide facilities and equipment for the next generation.

Huston also recognized the support of the medical staff, employees, management, the hospital auxiliaries, and the more than 700 volunteers who donated 141,000 hours of service during 1991.

He also applauded the resurgence of the 250-member Board of Associates and the efforts of the HealthEast Trust Fund.

For a complete copy of Mr. Huston's remarks, please call ext. 3000 and ask for Annual Meeting remarks.

If You've Decided You Want That Flu Shot After All...

Employees who've managed to avoid getting the flu this year but don't want to push their luck can still get immunizations at Employee Health. The cost is \$3, and those interested should call ext. 8869 at LVHC site or ext. 2289 at TAH site for additional information.

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New Health Director

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and the American Academy of Family Practice. He has served as a physician for Sacred Heart Hospital School of Nursing, Whitehall Township School District, Fullerton Football Team, Whitehall Ambulance Corps, Arco & Tarkett, Inc., and as an advisor and board member of the medical section at Lehigh County Community College.

Nursing Scholarships

Professional Nurse Council and Friends of Nursing will award eight \$1,000 scholarships through random drawing on Feb. 6. Eligibility for entry, which closes on Jan. 25, is to employees of TAH—LVHC with a minimum of two years of service taking courses leading to an associate's degree, diploma in nursing, or bachelor of science in nursing.

Monies will be presented upon proof of enrollment, and entry forms are available from head nurses, the Professional Nurse Council, and Friends of Nursing.

HRD Events

The next *hospital orientation* will begin at 8 a.m. at TAH site on Jan. 6 and an optional tour of both sites will be held Jan. 8 beginning at 1 p.m. at TAH site and 2:30 p.m. at LVHC site.

CPR certification, for which pre-registration is required by calling ext. 2430, will be held in two parts and attendance is required for both. Part I is offered on Jan. 8 and Part II on Jan. 14, both in Classroom 1, LVHC site.

Next in the Regional Symposium Series will be *Endocrinology Update* on Saturday, Jan. 11 and the Third Annual *Symposium in Geriatrics: Pertinent Issues for Successful Aging* on Saturday, Jan. 25.

There is no fee for employees. Call ext. 8322 to register or for additional information.

Again offered is the *Medical Terminology Course* for all interested employees.

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When A Dream Goes 'Poof!' It's Time To Reach For New Stars

As a girl, Lisa Taylor had dreams of becoming a professional ballerina dancing in her head. It was such a passion that she regularly commuted from her hometown of Schuylkill Haven to Bethlehem, and appeared in the first production of "The Nutcracker" at Symphony Hall in 1969.

But the renal social worker at TAH—LVHC had a bitter pill to swallow at the University of Utah, where she enrolled to study dance. "Just like a baseball player, I wasn't good enough to make the cut," the Allentown resident says.

Undaunted, she changed direction, and this year was named one of the top three renal social workers in the United States by the Council of Nephrology Social Workers of the National Kidney Foundation.

The 800-member organization recently chose Taylor, who is both an accredited and licensed social worker, to receive its Merit Award for leadership in the field, involvement in local, regional and national projects, contri-

butions in research and patient service.

Other winners were Annette Rogers of Los Angeles and Mimi Weaver of Newark, N.J.

At the University of Utah, Taylor plunged into the social sciences and developed an interest in the mental health field. She received her master's degree in social work from Arizona State University and then pondered the specifics of a career.

"My mother, Helen Taylor, is a nurse, a very dedicated nurse at Pottsville Hospital," Taylor explains, "and urged me to consider medicine." She was pointed toward an opening at Geisinger Medical Center and says she was apprehensive about whether she would qualify for the job.

This time Taylor made the cut.

Her career path then took her to Touro Infirmary, a large New Orleans hospital, and then back to Eastern Pennsylvania for her first experience with renal patients. Explaining that nephrology social work is a field with



Lisa Taylor — when it comes to renal social work, her name is up there in dancing lights.

a high burnout rate, she approached an opening at TAH site with caution.

Instead, she fell in love with the specialty and became an activist in the field. Taylor is busy in the regional Council of Nephrology Social Workers in a variety of capacities, has published 17 articles and made 10 conference presentations, and this year was recognized by the regional group in Eastern Pennsylvania and Delaware for her contributions to the field.

That led to the national award nomination.

In the hospital, Taylor serves on the Ethics Committee and developed and coordinates an educational/support group for both home dialysis and kidney transplant patients and families. She also publishes a quarterly newsletter for home dialysis patients and coordinates a series of pre-dialysis educational classes taught by a multi-disciplinary team.

But Taylor hasn't forsaken ballet. She still tries to find time to take class, primarily as a means to relieve the stress that comes from her job. "It's my therapy," she says.

Making The Rounds

Brenda Hart and **Annette Scott**, cardiac sonographers at the Heart Station, LVHC site, recently passed a two-part examination and are now registered American radiology diagnostic medical sonographers.

Scott Dornblaser, senior photographer, Biomedical Photography received the first place natural sciences and third place medical/scientific/laboratory prizes in the slide salon at Bio-Imaging '91, a regional meeting of the Biological Photographic Association sponsored by the Delaware Valley Chapter of the organization. Others of the hospital staff who attended included **Jack Dittbrenner**, director; **Darla Molnar**, photographer/graphics specialist; and **Mike Berkow**, an intern from Rochester Institute of Technology.

Maureen Weiss, CTR, tumor registrar, Tumor Registry, passed the tumor registrar national certification examination.

Gillian Amey, unit clerk, 4B, was recently notified of her certification by the National Association of Health Unit Coordinators following successful completion of an examination.

Andrea Burkhardt, RTCV; **Carol McGee**, RTCV; **Sandi Schaller**, RTCV; **Dorothy Ann Kurinec**, RTCV, all short procedure technicians, Radiology, recently passed the cardiovascular intervention examination given by the American Registry of Radiologic Technologists.

What's News

HRD Events

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Based on the textbook *Medical Terminology: A Systems Approach*, the course includes the basic principles of medical word building that can be applied to developing an extensive medical vocabulary.

The 15-week course starts Jan. 15 and concludes April 22. Presented on Wednesdays from 9 to 10:30 a.m. in the School of Nursing auditorium at TAH site, it costs \$25.

Call ext. 2430 to register or for additional information.

ERT Team Recognized

Refresher training, discussion of new policies and development of plans for 1992 were among the topics of the first quarterly meeting of the hospital's Emergency Response Teams.

Emma Hooks, director, Safety, said the project has developed well and been invaluable in handling a variety of incidents throughout the hospital.

Emergency Response Team members are specially trained to deal with such varied crises as fires to chemical spills.

A recognition program was held in December to salute the group, which now includes the following employees:

ERT Group 1 — Todd Althouse, Robert Bauer, Alden Bower, John Eagan, Lou Gabrielle, Joseph Gallo, Larry Kincaid, Al Keller, Gerald Kresge, Scott Laub, John Lehr, Frank Paulson, Keith Reed, Melanie Schiffert, Ron Smith, Howard Snyder, Mark Swartley, John Tatkovsky, Lou Temprine, Lee Wehr, Gary Williams, Jim Young and Jim Zernhelt.

ERT Group 2 — Nancy Bickford, Ellen Byron, Geoffrey Correll, Joe Cugini, Joan Dunkle, Marilyn Fahler, Maurice Gisler, Marjorie Grimes, Stephanie Gross, Grace Guldin, Nancy Hanssen, Karen Hauck, Bob Heimbach, Maryann Held, Chris Holmes, Sandra Infanti, Mary Kapustiak, Gerald Lawrence, Brad Loehr, Amy Reppert, Dean Romanshuk, Darin Sawka, Richard Sitler, David Steward and Williard Steward.



A pair of Christmas trees traditionally crowns the main entrance at TAH site, and this year was no exception. Enjoying balmy weather to trim the trees were Curt Saeger (left) and Phil Boandl of Facilities Management.

Credit Union

The HealthEast Federal Credit Union offices will be closed from Dec. 27 through Jan. 1 because of the holidays. Normal business hours will resume on Jan. 2.

Interest Rates

| | | |
|-------------|-------|--------------------------|
| New Cars | 8.9% | 3 years, 5 percent down |
| New Cars | 9.9% | 4 years, 10 percent down |
| New Cars | 10.9% | 5 years, 20 percent down |
| Used Cars | 12.3% | 3 years maximum |
| Home Equity | 9.9% | 3 Years |
| Home Equity | 10.9% | 5 Years |
| Home Equity | 11.9% | 10 years |
| Personal | 12.9% | 25 percent of shares |
| Personal | 13.9% | 10 percent of shares |

Dividends

\$1.00 to \$1,000.00, 4.50 percent; \$1,000.01 to \$10,000.00: 4.60 percent. Over \$10,000.01: 4.75 percent. Christmas Club, 4.50 percent. Vacation Club, 5.00 percent. Dividends are computed daily and posted to accounts on the last day of the month.

Business Hours

LVHC Site — Mondays, Tuesdays, Wednesdays, Fridays, 9 a.m. to 4 p.m.; Thursdays, 3 to 5:30 p.m. Phone: 776-8405. TAH Site — Room 3900, School of Nursing. Monday, Tuesday, Wednesday and Friday, 11 a.m. to 1 p.m.; Thursdays, 1 to 4 p.m. Phone: 778-9499.

Nurse Peer Support Team Plans Demo

When it comes to coping with grief and loss, it's the caregivers who traditionally have it the hardest. And sometimes entire nursing units are affected — such as when a patient or a staff member dies.

Experts in the field of grief and loss agree that caregivers try to "tough it out" because it's expected of them. And, all too often, the result is burnout.

Nearly 40 hospital staff members, most of them nurses, have organized a program to do something about it. The Peer Support Team recently finished preparatory work and is now available to assist any nursing unit in the hospital.

By means of introduction, the team plans to host demonstration sessions in January to allow all nursing units to become aware of the type of service offered. Karen Peterson, RN, clinical specialist, Psychiatry, says in addition to introducing team members, how it works and how confidentiality is protected will be outlined. A simulated team intervention will also be offered.

Dates for the programs will be announced after the first of the year, but those seeking additional information or to pre-register should contact Peterson at ext. 8777.

Team members include 10 facilitators. They are Fran Caruano, RN; the Rev. Emily Jean Gilbert; the Rev. Bert Hironimus; Michelle Strohl, MHT; Liz Vega-Neel, MHT; Karen Landis, RN; Robin Landis, RN; Mary Ellen O'Connell, RN; Janice Barber, RN, and Ann Pierre, clinical social worker.

Peer members include Barbara Moyer, RN; Connie Moore, RN, OR-TAH; Gloria Hamm, RN, Burn Center; Darlene Pail, RN, NICU; Andrea Parry, RN, GICU-E; Nancy Eckert, RN, PACU; Kathleen Stewart, RN, Shock Trauma; Bonnie Graboski, RN, PACU; Frances Kowalewski, RN, Special Care; Tina Van Buren, RN, GICU-W; Nina Bergey, SSU; Sue



A group of very special people, when it comes to supporting the nursing units at the hospital, poses at TAH site. These are members of the Peer Support Team, primarily nurses, who completed orientation sessions and are available to units that are experiencing high levels of stress. The common bond they have is that they're all well experienced in dealing with job crises and are ready to lend a friendly ear when a unit is having a tough time coping with grief.

O'Neill, RN, Shock Trauma; Helene Bell, RN, Shock Trauma; Mary Beth Gower, RN, TOHU; and Carol Saxman, GICU-E.

Also, Mark Sellers, unit clerk, GICU-W; Linda Boland, RN, 6B; Christine Jones, RN, 6C; LuAnn

McKee, RN, 6C; Judy Cihylik, RN, 7B; Jeanette Zellner, RN, 6B; Carol Sorrentino, RN, 4B; Judy Pfeiffer, RN, Labor and Delivery; Karen Ripper, RN, Pediatrics; Ann Andres, RN, Labor and Delivery; Julia Gogle, RN, Labor and Delivery; and Bernice Myles, RN, Adult Psychiatry.